

POSITION DESCRIPTION

Position Title:	Pharmacy Technician - Custodial Health
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Pharmacy Technician Grade 3 (TH10)
Reports To:	Operational: Nurse Unit Manager, Custodial Health Professional: Senior Pharmacist, Custodial Health
Direct Reports:	N/A
Date Prepared/Updated:	7 May 2026

Position Purpose
<p>The Pharmacy Technician, Custodial Health, is responsible for provision of pharmacy services to Dame Phyllis Frost Centre (DPFC) and performs routine pharmacy technician duties as described below.</p> <p>The activities of a pharmacy technician are limited to functions that do not require the exercise of professional pharmaceutical judgement by the technician. Under the direction of a pharmacist, pharmacy technicians are responsible for stock control in the pharmacy store, dispensaries and clinical areas; the provision of imprest and requisitions services, both restricted and non-restricted, to designated clinical areas and departments; dispensing of prescriptions for inpatients and outpatients; IV sterile production, assisting clinical pharmacists in provision of clinical area services; provision of courier services; assisting with clinical trials; store duties; purchasing and prepacking operations.</p> <p>The Pharmacy Technician, Custodial Health, may be involved in advanced practice activities, such as medication administration provided:</p> <ul style="list-style-type: none"> • The activity has been approved by the Allied Health Science, Credentialing, Competency and Capability (AHSCCC) Committee, and • The pharmacy technician has been credentialed for the advanced practice activity, with the competency endorsed by the AHSCCC Committee using the relevant credentialing package
Business Unit Overview
<p>The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine, Sunbury, Footscray and Williamstown Hospitals as well as Melton and Bacchus Marsh campuses and Dame Phyllis Frost Centre.</p> <p>The objectives of the service are:</p>

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- To ensure safe, rational and cost-effective use of medicines.
- To provide up to date expert information and advice on drugs and drug therapy to patients and staff of Western Health.
- To offer effective and efficient procurement and distribution of medications.
- To provide support for education and research.

Key Responsibilities

Provision of Care, including:

- To act as a representative of the pharmacy department in all matters relating to patient care.
- To develop knowledge within the Custodial Health clinical specialty and act as an information resource for the pharmacy department.
- To oversee, and as required, to supply all required pharmaceuticals for the site and to be actively involved in the rationalisation of ward inventory and ensuring appropriate medication storage conditions are met (including refrigerated medications).
- To review new medication charts generated by a Medical Officer, Nurse Practitioner or Dentist and order additional medications as required.
- To order medicines, signing sheet documentation and medicines related consumables from the contracted pharmacy services provider.
- To receive and unpack deliveries from the contracted pharmacy services provider and follow up items not received, and credits as required.
- To maintain the site imprest at the correct levels and conduct stock expiry checks, rotate stock to minimise wastage and store imprest medicines in a neat and tidy fashion.
- To coordinate the processing of Pharmaceutical Benefits Scheme prescriptions for section 100 items and ensuring availability of section 100 medicines.
- To track and support the relocation of patients through the day-to-day delivery of medicines at DPFC.
- To perform other duties as delegated by a member of the Pharmacy Senior Management Team.

Professional, Ethical and Legal Approach, including:

- To act in accordance with all Victorian and national pharmacy legislative requirements.
- To ensure that the requirements of the Western Health Pharmacy and Custodial Health policies, procedures, guidelines and formulary are adhered to at all times by all pharmacy, medical and nursing staff.
- To ensure compliance with the Western Health Custodial Health policies, procedures and guidelines.
- To assist with accounting and storage of Schedule 8 and Schedule 4D medications according to Western Health procedure.
- To dispose medications according to Western Health procedure.
- To transport medications between clinical areas of the site in accordance with Corrections Victoria requirements.
- To report instances of medication errors including those due to an error by the contracted pharmacy services provider.

Collaborative Practice, including:

- To participate in audit activities and other duties that supports the operations of the Custodial Health and Pharmacy departments, as required.
- Contribute to the presentation and/or publication of service improvement projects.
- To support pharmacists in providing a comprehensive clinical pharmacy service to the site.
- To assist the Senior Pharmacist, Custodial Health, in the regular review of the site imprest list.
- To assist nursing staff in the maintenance of medication trolleys by restocking medications and ensuring storage in a neat and tidy fashion.

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- To collect, assemble, and if necessary, label medications in readiness for administration to patients during periods of lock down.
- To maintain equipment by ensuring usage in accordance with manufacturer's instructions and reporting faulty equipment promptly.
- To liaise with the contracted pharmacy services provider on medication dispensing and supply.

Lifelong Learning, including:

- Participation in relevant conferences, seminars and related educational activities.
- To participate in the Professional Development Plan program.
- To assist the Lead Pharmacy Technician and Senior Pharmacist, Custodial Health in orientating, mentoring, and training pharmacy technicians for leave and weekend cover.
- To participate in continuous quality improvement activities.
- To assist in the collection of data for key performance indicators (KPIs) and pharmacy workload statistics as required.

Health Values, including:

- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation
- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Scan for and act on opportunities to create Best Care
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care
- Collaborate on achieving the goals for Best Care with other employees and patients/consumers
- Model the behaviours and actions outlined in the Western Health vision for Best Care

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Nurse Unit Manager, Custodial Health
- Senior Pharmacist, Custodial Health
- Lead Pharmacy Technician
- Pharmacy Staff
- Nursing Staff
- Medical Staff

External:

- Pharmaceutical Suppliers (HPS Pharmacies)
- Corrections Staff (Corrections Victoria)
- Forensic Mental Health Staff (Forensicare)

Selection Criteria

Essential

- Certificate IV in Hospital-Health Services Pharmacy Support or equivalent.
- A minimum of four years full time experience as a qualified hospital pharmacy technician.
- Completion of VCE or equivalent.
- Well-developed communication and interpersonal skills.
- Works with a minimum of supervision.
- Commitment to customer service, and to respond willingly and pleasantly to customer enquiries.
- Ability to work as a team member.
- Fosters and maintains working relationships.

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- Strives for maximum attendance/punctuality.
- Experience in implementation of continuous quality improvement processes.
- Demonstrated initiative and motivation.
- Demonstrated ability to adapt to a changing environment and demonstrate initiative within it as well as successfully managing the implementation of change.
- Capacity to assign priority to responsibilities and to meet time constraints.
- Demonstrates an ability to identify and solve problems.
- Demonstrates well-developed skills regarding personal and workplace organization.
- Demonstrated well-developed team management skills, conflict management skills and an ability to work collaboratively as part of a multidisciplinary team.
- General computer skills including proficiency in word processing, spreadsheet and presentation applications.
- A willingness to work, if required, at any pharmacy site of Western Health and undertake site specific functions and conduct training to meet the pharmacy service needs.
- Ability to understand and adhere to Western Health Policies and Procedures.
- A current drivers' licence.

Desirable

- Experience in undertaking research and presenting at relevant conferences.
- Published research in hospital pharmacy practice.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Obtain a clearance from Corrections Victoria to work in Dame Phyllis Frost Centre.
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies, procedures and guidelines.
- Comply with relevant Corrections Victoria and Department of Justice and Community Safety policies relating to employment within Dame Phyllis Frost Centre.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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